

FSA Partner Connect User Access – Disabled or Deactivated Users

We are providing additional guidance to assist users who may be unable to access FSA Partner Connect because their status was changed due to inactivity within the system.

As a reminder, users must sign in to FSA Partner Connect at least every 90 days or their account will be disabled. Users who do not sign in within 365 days will be deactivated. **Note:** A user's status change due to inactivity will be different for each FSA system. In other words, if a user signs in to the COD System, it will not reset the 90-day or 365-day clock for other FSA systems that user may access.

- To reenable an account (90-day inactivity), users should contact the FSA Partner and School Relations Center for assistance. Phone: 1-800-848-0978
- To reactivate an account (365-day inactivity), users must contact their organization's Primary or Secondary Administrator for FSA Partner Connect for assistance. **Note:** If **both** the Primary and Secondary Administrators are also deactivated, they will need to contact the FSA Partner and School Relations Center for direct assistance.

IMPORTANT: If the Primary Administrator for FSA Partner Connect at the institution is disabled due to inactivity, **ALL other users at that institution will also lose access** to FSA Partner Connect. To avoid this, the Primary Administrator must sign in or complete some activity in the system at least every 90 days.

Administrators must take the following steps to reactivate users:

1. Log into FSA Partner Connect using your FSA User ID and password.
2. Select the "Profile" icon in the top right corner of the page.
3. Select Account Access Management Center (AAMC) from the dropdown menu.
4. In the Status dropdown menu, select "Deactivated".
5. Locate the deactivated user and select the user's account.
6. On the user's account page, select the "Restore Access" button.
7. The user's account will be updated to "Initiated - Awaiting User Input" and that user will receive an email (to the email address on file) with a link to an access form. To ensure that the email link is current (sent within the last 30 days), it is advisable that administrators return to the user's account page and click on the "Resend Access Request" button. Users will receive a new email and should use that one to complete the access form.
8. Once the user completes the access form, the user status will be set to "Pending Acceptance". At this point, the user can use their FSA User ID and password to log in to FSA Partner Connect. Upon the first log in, the user must acknowledge the rules of behavior and privacy act, acknowledge the displayed name is correct, enter in their first and last name, today's date and click on "Submit".

Note: If a user does not need continued access to FSA Partner Connect (and should remain disabled or deactivated), there is no action needed by the administrator.